

TUSCARAWAS COUNTY JOB & FAMILY SERVICES
7/1/06 – 9/30/06 (15 Responses)
October 2006

Your opinion is important to us. Please complete the following survey to help us improve our services. We will use this information to assist with our future planning. Your response will be confidential and anonymous.

1. Agency services you are currently receiving (as applicable):

<u>7</u> Food Stamps	_____ Medicaid (aged, blind, disabled)
_____ Disability Assistance	<u>7</u> Medicaid (Healthy Families)
<u>1</u> Ohio Works First	<u>2</u> Medicaid (Healthy Start)
<u>2</u> PRC	_____ Child Care Assistance
<u>3</u> Adoption Services	_____ Child Protective Services
_____ Kinship Care	_____ Adult Protective Services

Other (please specify) **-None 1**

-Just new 1

2. How did you learn about our agency and services?

<u>5</u> Friend	<u>8</u> Family	<u>2</u> Other Agency
_____ Minister	<u>2</u> Phonebook	_____ Radio
<u>1</u> Newspaper	_____ Attorney	<u>1</u> Physician
_____ Other (please specify) _____		

3. Please indicate level of agreement with each statement:

Agree = 1 Neutral = 2 Disagree = 3

1.53 I received prompt attention.

1.26 Agency staff was courteous.

1.20 Agency staff was skilled and knowledgeable.

1.33 First appointment occurred in reasonable time.

1.20 Caseworker was professional.

1.26 I felt comfortable with my caseworker. **(Deb Whitney is a really good caseworker (person)).**

1.33 Caseworker encouraged family participation.

1.13 Services were helpful.

1.20 I would recommend the agency to others.

4. How many agency staff did you see before receiving your initial assistance or service? 1.84

-None yet.

-One or two.

5. Were there any services you needed or expected that you did not receive?

NO – 11

-Cash now with no income or anything.

-Medical card at first; food stamps.

6. A. Were there any barriers to receiving services (transportation, hours, etc.)?

NO – 13

-Just due to wait of verifying b/c of other places getting back to J.F.S.

-Had to work around work.

-Nothing except self employed. Have no pay stubs.

B. How can these barriers be eliminated?

-Educate business/other agencies need for prompt.

-Ask people when would be a good time or if they need transportation. Communication is the best answer for this question.

-They can't.

-No-1

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner? 8 Yes 4 No 1- **Sometimes**

8. Overall Rating of Agency

7 Very Good 4 Good 2 Fair 1 Poor

9. What do you feel are the agency's strengths/good points?

-We always received prompt service while we were doing foster care.

-The staff. They are very courteous.

-All good.

-Very courteous and understanding.

-Helping family in time of need.

-I think they should call you back and not make you wait for days.

-I don't know.

- With helping as far as food, gas, etc.
- Too late and too RUDE!
- Susie, Front Desk, she's always helpful & polite. Endeavors to remember everyone's name. Karrie Rombach, Debbie Swier; agency, if it cannot help you, they try to direct you to someone/place who will.
- Being friendly and helpful, recommending other places that could help if can't be helped here.
- Most people are willing to help and give good suggestion.
- Yes-1

10. In what areas could the agency improve?

- Knowing more of other areas of the agency.
- I don't know.
- In the time it takes to be seen for certain services.
- Staff be friendlier and on time!
- CPS more apt to verify complains and contact parents before court gets involved.
- More time in between appointments; never on time. Have to usually wait 15 to 20 minutes after scheduled appointment.
- Some caseworkers need a class on public relations and how to treat others.
- None - 2

11. Demographics (optional):

Age – Average 35 Male -0-
 Female 14

Race/Ethnicity: White- 13
 Black- 1
 Hispanic 0
 Asian 0
 Native American 0

Thank you for your time and input.
 Please return this form to the receptionist or mail in the provided envelope.